

COMAR 31.10.44 .09 A (1) (a)
Network Adequacy Access Plan Executive Summary Form -
Travel Distance Standards Results

Provider Type	Percentage Of Enrollees With Access Within Standards Identified In COMAR 31.10.44 .04 A (5)		
	Urban Area	Suburban Area	Rural Area
Primary Care Provider	100.0%	100.0%	100.0%
Allergy and Immunology	100.0%	99.4%	100.0%
Applied Behavioral Analyst	100.0%	98.1%	99.0%
Cardiovascular Disease	100.0%	100.0%	100.0%
Chiropractic	100.0%	100.0%	100.0%
Dermatology	100.0%	100.0%	100.0%
Endocrinology	100.0%	100.0%	100.0%
ENT/Otolaryngology	100.0%	100.0%	100.0%
Gastroenterology	100.0%	100.0%	100.0%
General Surgery	100.0%	100.0%	100.0%
Gynecology, OB/GYN	100.0%	99.7%	100.0%
Gynecology Only	100.0%	100.0%	100.0%
Licensed Clinical Social Worker	100.0%	100.0%	100.0%
Nephrology	100.0%	100.0%	100.0%
Neurology	100.0%	100.0%	100.0%
Oncology - Medical and Surgical	100.0%	100.0%	100.0%
Oncology - Radiation/Radiation Oncology	100.0%	100.0%	100.0%
Ophthalmology	100.0%	100.0%	100.0%
Pediatrics - Routine/Primary Care	100.0%	100.0%	100.0%
Physiatry, Rehabilitative Medicine	100.0%	100.0%	100.0%
Plastic Surgery	100.0%	100.0%	100.0%
Podiatry	100.0%	100.0%	100.0%
Psychiatry	100.0%	100.0%	100.0%
Psychology	100.0%	100.0%	100.0%
Pulmonology	100.0%	100.0%	100.0%
Rheumatology	100.0%	100.0%	100.0%
Urology	100.0%	100.0%	100.0%
All other licensed or certified providers under contract with a carrier not listed	100.0%	100.0%	100.0%
Facility Type			
Pharmacy	100.0%	100.0%	100.0%
Acute Inpatient Hospitals	100.0%	100.0%	100.0%
Critical Care Services/Intensive Care Units	100.0%	100.0%	100.0%
Diagnostic Radiology	100.0%	100.0%	100.0%
Inpatient Psychiatric Facility	100.0%	99.4%	100.0%
Outpatient Dialysis	100.0%	100.0%	100.0%
Outpatient Infusion/Chemotherapy	100.0%	100.0%	100.0%
Skilled Nursing Facility	100.0%	100.0%	100.0%
Surgical Services (Outpatient or Ambulatory Surgical Center)	100.0%	100.0%	100.0%

Other Behavioral Health/Substance Abuse Facilities	100.0%	100.0%	100.0%
All other licensed or certified facilities under contract with a carrier not listed	100.0%	100.0%	100.0%

COMAR 31.10.44 .09 A (1) (b-e)
Network Adequacy Access Plan Executive Summary Form

# of Certified RNP as PCP	% Certified RNP as PCP	# ECP Urban	% ECP Urban	# ECP Rural	% ECP Rural	# ECP Suburban	% ECP Suburban
753	19%	26	41%	23	35%	4	67%

COMAR 31.10.44 .09 A (2) (a-b)
Network Adequacy Access Plan Executive Summary Form -
Appointment Waiting Time Standard Results

Appointment Type	Percentage Of Enrollees With Access Within Standards Identified In COMAR 31.10.44.05 C	9/30/20 UPDATE Percentage Of Enrollees With Access Within Standards Identified In COMAR 31.10.44.05 C
Urgent Care - Within 72 Hours	67%	100%
Routine Primary Care - Within 15 Calendar Days	90%	95%
Preventative Visit / Well Visit - Within 30 Calendar Days	91%	96%
Non-Urgent Specialty Care - Within 30 Calendar Days	89%	95%
Non-Urgent Behavioral Health/Substance Use Disorder Services - Within 10 Calendar Days	95%	95%
Total percentage of telehealth appointments counted as part of the appointment waiting time standard results	0%	4%

*Due to the current pandemic related to COVID-19, health care providers' appointment availability has been impacted. As part of UnitedHealthcare's process to assess network sufficiency and report to the Commissioner, UnitedHealthcare utilizes a survey process regarding appointment availability. There was unforeseeable overlap between when our surveys began and the impact of the pandemic. In an effort to avoid further compounding impact on providers, UnitedHealthcare halted the provider survey process in March. Consequently, UnitedHealthcare's network sufficiency results to date are incomplete and do not reflect a fulsome assessment of UnitedHealthcare's network providers' appointment availability. For this reason, UnitedHealthcare respectfully requests that the Commissioner consider these unforeseen circumstances, as acknowledged in Bulletin 20-27 issued 6/16/20, when evaluating UnitedHealthcare's compliance with network adequacy requirements.

COMAR 31.10.44 .09 A (3) (b) (i-v)
Network Adequacy Access Plan Executive Summary Form -
Provider-To-Enrollee Ratio Standards Results

Provider-To-Enrollee Ratio Standard Identified In COMAR 31.10.44.06 B	Actual Provider-To- Enrollee Ratio	Total Provider Count	Total Member Count
Primary Care 1 : 1,200	9,083 : 1,200	10,695	1413
Pediatric Care 1 : 2,000	1,462 : 2,000	1,462	1413
Obstetrical/Gynecological Care 1 : 2,000	1,861 : 2,000	1,861	1413
Behavioral Health Care or Service 1 : 2,000	3,411 : 2,000	3,411	1413
Substance Use Disorder Care and Services 1 : 2,000	530 : 2,000	530	1413

**used total provider count for*

**used total provider count for*

or ratio / member count is below threshold

or ratio / member count is below threshold